DYLAN M. LYVER

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CAREER OVERVIEW

Area Manager - Valet parking Services -1 year
Location Manager- Hilton Salt Lake City Center 1 year
Location Manager- City Creek Center- 1 year
Shift Manager- Hilton S.L.C.C., Hotel Monaco, Private Parties-1year

CORE STRENGTHS

- *Sharp* problem solver
- Customer service expert
- Adaptive team leader
- Organized
- Uninhibited by high stress situations. Multi-tasker
- Can self-appoint tasks efficiently
- Ability to learn quickly through all types of stimuli
- Observant, engaged and resourceful.
- Proficient with modern technology.
- Excellent communicator
- Motivated, hard working and professional

ACCOMPLISHMENTS

Earned four promotions in four years. Currently overseeing several teams of employees working at dozens of locations.

Increased volume of business by 21% in a four month span compared with previous manager the previous year. While lowering payroll costs in the same period.

Retained strong relationships with 25+ clients and 50+ employees, and countless repeat customers. I have never lost a contract with client I have worked for, retained a low turnover rate (for the seasonal industry) and have lasting relationships with several guests.

Opened up several new locations, writing S.O.P.s, leading teams, overseeing operations, creating new relationships. Even earning one permanent contract with a large hotel in just one week by increasing revenue by ~400%.

There have been no at work related injuries under my management.

WORK EXPERIENCE

VALET PARKING SERVICES
Salt Lake City, Utah

Area Manager 11/2010 to Current

- Schedule Valet Service for restaurants, night clubs, hotels, shopping centers, private events and more
- Maintain up-to-date knowledge of company policy.
- Train new associates
- Accident prevention
- Organize weekly and monthly reports
- Assist with payroll
- Lead a team of 4 assistant managers and 25+ employees
- Manage relations with many clients
- Perform audits and theft prevention/investigations
- Work in the field, running high volume/complex parking operations/solving problems.
- Driving 25 passenger Shuttle to events in metropolitan area.
- Keep inventory on equipment and maintenance

EDUCATIONAL BACKGROUND

HIGH SCHOOL DIPLOMA 2009

Skyline High School, Salt Lake City, Utah, United States
Seeking a Bachelors Degree in Criminal Justice and training in investigation.